



SAP Concur 

SAP Concur Case Study | EXTERNAL
Concur® Expense | Blackbox Connector for Deltek Vision

Harnessing the Power of an ERP Connector to Close Gaps in Core Financial Processes

Quick Facts

Company Name

CSRS Inc.

Solutions

- Concur Expense
- Blackbox Connector for Deltek Vision
- Deltek Vision

Industry

Architectural & Engineering

Company Size

129 employees

Location

Headquartered in Baton Rouge, LA with offices in Dallas, Austin, New Orleans, Lake Charles

Why SAP Concur and Full Sail Partners?

- Ability to capture receipts via SAP Concur's mobile app provided easier user experience and improved timeliness of expense reports.
- Full Sail Partners' Blackbox Connector for Concur Expense enabled automatic, bidirectional sync between Deltek Vision and SAP Concur, simplifying expense report management.



ABOUT CSRS INC.

CSRS Inc. is an architectural engineering firm specializing in program management, disaster recovery and resilience, real estate development, land planning and urban design, owner representation, and grant management.



Tasked with disaster recovery and rebuilding communities, the last thing CSRS needed was an expense management system that would slow them down.

With all the nuances involved in managing a project, it can sometimes feel like you're running a small city. For the 129 employees at **CSRS Inc., an architectural and engineering firm** providing disaster recovery, real estate development and program management, the complexity of projects range from environmental sustainability to economic impact to the immediate and long-term effects on the communities they serve. From developing a first-of-its-kind resettlement plan for the Isle de Jean Charles Community in Louisiana to managing a series of 42 road improvement projects in East Baton Rouge, **their work is multifaceted and far reaching.**

"Our employees work on six projects during the week which would have required six separate expense reports. Too cumbersome.

With SAP Concur, we can do multiple projects on one expense report so now we get 110 to 130 reports submitted each month — a big improvement over the 60 to 80 we used to get."

Andrew Brown, CPA and Controller at CSRS



In support of The Coastal Impact Assistance Program, CSRS provided program management and federal grants management for the Louisiana Department of Natural Resources and the Mississippi Department of Marine Resources.

Ease of use leads to broad acceptance.

CHALLENGE

Most employees at CSRS juggle multiple projects a week. And while they are regular users of Deltek Vision — a project-based ERP system used by professional services firms — managing expenses was still cumbersome and oftentimes the one task that would slip.

"We had trouble with receipt capture and timely submittal of expense reports," says Andrew Brown, CPA and Controller at CSRS. "Downloading credit card information from the bank and uploading it back up into Vision didn't go smoothly. And because we wanted expenses approved by project managers, our approval process was done outside of Vision which caused even more headache."

SOLUTION

A Deltek Vision consulting firm, Full Sail Partners introduced CSRS to their Blackbox Connector for Concur Expense. Enabling automatic, bi-directional sync between Deltek Vision and SAP

Concur, the connector simplifies expense report management by syncing employee, project and expense data in real-time. Implementation is done via a simple point-and-click, no-code process, and because the connector is securely hosted on Microsoft Azure, the need for manual upgrades and software patches is eliminated.

The Blackbox Connector for Concur provided CSRS with real-time transactional based syncing of employee data, expenses (including expense categories), and projects (including work breakdown structures).

RESULTS

Ease of use has also led to broad acceptance. CSRS quickly went from beta testing the Blackbox Connector with 10 of their most traveled employees, to rolling out the solution companywide. Today, employees have greater visibility into the progress of their expense reports, and project managers no longer need to hunt down late reports.

"The time from submittal to approval to processing and getting checks out to employees has been reduced significantly. And because we're no longer chasing receipts, **we now have better invoice retention and are able to bill clients faster.**"

Andrew Brown, CPA and Controller at CSRS

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